

Issue 6: INSIDER'S EDGE: Don't shut the front door! OPEN IT!

Good morning, Insiders! Last time, I told you about [Maryland Health Connection](#), the State's online health care marketplace. If you're like me, you may have heard some buzz around the office about there being *no wrong door* or references to Maryland Health Connection being a *front door*. What the heck does it all mean? Medicaid Marge here to fill you in on all the details!



I'll take door number 3, Marge!

Forget door number 3! **Every door** will be the **right door** when it comes to getting health coverage in Maryland starting in October. (That's right, you're a winner no matter which door you choose!) Maryland is employing a "*no wrong door*" approach to access health insurance and insurance assistance programs. What's that mean, you ask? Under the *no wrong door* model, **all** doors will lead to Maryland Health Connection, which is considered the "*front door*" for health coverage in the state.

A "*no wrong door*" approach links people to the appropriate service regardless of where they enter the system of care. Basically, every door in the health care system should be the "right" door. The "*no wrong door*" philosophy is about working together to achieve the best possible client outcomes. Consumers should be welcomed, feel hopeful, and be heard.



Sadly, consumers won't be bringing gifts with them, but you'll be able to welcome them like guests when they stop by your door!

Think of yourself as the host(ess) of an awesome dinner party. You'll be there to introduce the consumer to everyone they need to meet to get health insurance, to qualify for insurance assistance programs, and to connect to related support services, like SNAP and TCA. Even if you can't help the consumers with all of their needs, as a good host(ess), it will be your job to introduce them to the agency who can. That way, the consumers won't have to mingle on their own and *hope* they happen to meet all the agencies who can help them get the services they need. Teamwork, it's what's for dinner!



Regardless of which door a consumer uses to begin the process of getting insurance, everyone, *citizens and case workers*, will enter the system using a “single front door”, Maryland Health Connection. Citizens and case workers will always start their cases in Maryland Health Connection. Citizens will continue in the Health Connection. Case workers will work in the Health Connection for MAGI cases and CARES for non-MAGI and Family Investment associated cases. The staff at Maryland Health Connection will be part of the team, too, and will provide online, in-person, or over-the-phone assistance for Marylanders to get enrolled.

Pretty cool, huh? Don't worry, you'll learn about the rest of the team and when and where you might need to hand a case over to someone else during your formal training. Tune in next time as the INSIDER'S EDGE brings you exclusive tips on what's ahead for Medicaid.